

SOLICITATION NUMBER: 106928 O3 – Work Order 4	RELEASE DATE: July 30, 2021
OPENING DATE AND TIME	PROCUREMENT CONTACT
August 17, 2021, 2:00 p.m. Central Time	Holly Glasgow and Jennifer Crouse

SCOPE OF SERVICE AND WORK ORDER RELEASE

I. PROCUREMENT PROCEDURE

A. GENERAL INFORMATION

The State of Nebraska (State), Department of Health and Human Services (DHHS), issued Request for Qualification (RFQ) Number 106928 O3 for the purpose of selecting Qualified Contractors into a vendor pool, in order to provide cloud-based, enterprise agile software development services, as well as legacy mainframe application modernization services, in support of DHHS's planned iServe Nebraska Portal.

This document presents deliverables within a Work Order being released related to that RFQ and the ultimate delivery of the iServe Nebraska Portal (MVP) in April of 2022. The deliverables are related to the activation, configuration, and integration of the Microsoft Azure Active Directory B2C service for the iServe portal, as well as associated work related to user account migration from the State's existing identity systems as needed.

Throughout this Work Order, the following definitions apply:

1. Bidder – a Qualified Contractor that is submitting a bid in response to this Work Order
2. Contractor – the Vendor that has been awarded this Work Order
3. Qualified Contractor – a Vendor that submitted a proposal in response to RFQ 106928 O3 and met the evaluation thresholds to be admitted into the pool

B. SCHEDULE OF EVENTS

The State expects to adhere to the procurement schedule shown below, but all dates are approximate and subject to change.

ACTIVITY		DATE/TIME
1)	Release Work Order	July 30, 2021
2)	Last day to submit written questions	August 6, 2021
3)	State responds to written questions through Work Order "Addendum" and/or "Amendment" to be posted to the Internet at: https://das.nebraska.gov/materiel/purchasing/iServe%20RFQ/iServe.html	August 11, 2021
4)	Proposal Opening Location for mailed/hand delivered submissions: Department of Health and Human Services 301 Centennial Mall S. Lincoln, NE 68508 Electronic submissions: https://nebraska.sharefile.com/r-rf0166f01b6794702921c6f2a33fc5bd0	August 17, 2021 2:00 PM CST
5)	Evaluation period	August 18 – August 19, 2021
6)	Orals / Demonstrations (if requested by the State)	August 20, 2021
7)	Post "Intent to Award" to Internet at: https://das.nebraska.gov/materiel/purchasing/iServe%20RFQ/iServe.html	August 23, 2021
8)	Estimated Work Order Agreement finalization period	August 23 – August 27, 2021
9)	Estimated start date*	August 30, 2021

* The Start Date is contingent upon receiving approval from agencies providing federal funding.

C. BIDDING PROCESS

The bidding process for this Work Order set will follow the provisions set forth in Section V of the RFQ.

D. SUBMISSION OF PROPOSALS

The State is accepting either electronically submitted responses or hard copy, paper responses for this Work Order.

1. For Bidders submitting electronic responses:
 - a. Responses must be uploaded via ShareFile using the following link:
 - i. <https://nebraska.sharefile.com/r-rf0166f01b6794702921c6f2a33fc5bd0> ShareFile works with Firefox, Internet Explorer and Chrome. It does not work with Microsoft Edge.

b. If multiple proposals are submitted, the State will retain only the most recently submitted response. It is the Bidder's responsibility to submit the proposal by the date and time indicated in the Schedule of Events. Electronic proposals must be received by DHHS by the date and time of the proposal opening per the Schedule of Events. No late proposals will be accepted.

c. **ELECTRONIC PROPOSAL FILE NAMES**

The Bidder should clearly identify the uploaded Work Order proposal files. To assist in identification please use the following naming convention:

- i. iServe WO 4 ABC Company
- ii. If multiple files are submitted for one Work Order proposal, add number of files to file names: iServe WO 4 ABC Company File 1 of 2.
- iii. If multiple Work Order proposals are submitted for the same Work Order, add the proposal number to the file names: iServe WO 4 ABC Company Proposal 1 File 1 of 2.

2. For Bidders submitting paper/hard copy responses:

a. Bidders who are submitting a paper response should submit one proposal marked on the first page: "ORIGINAL". If multiple proposals are submitted, the State will retain one copy marked "ORIGINAL" and destroy the other copies. The Bidder is solely responsible for any variance between the copies submitted. Proposals must reference the Work Order number and be sent to the specified address. If a recipient phone number is required for delivery purposes, 402-471-0727 should be used. The Work Order number should be included in all correspondence. DHHS will not furnish packaging and sealing materials. It is the Bidder's responsibility to ensure the solicitation is received in a sealed envelope or container and submitted by the date and time indicated in the Schedule of Events. Sealed proposals must be received by DHHS by the date and time of the proposal opening per the Schedule of Events. No late proposals will be accepted.

United States Postal Services (USPS) delivered proposal responses shall be mailed to:

ATTN: Holly Glasgow and Jennifer Crouse
DHHS - Central Procurement Services
PO BOX 94926
Lincoln, NE 68509

Hand delivered proposal responses or responses delivered by Federal Express (FedEx), United Parcel Service (UPS), etc. shall be delivered to:

ATTN: Holly Glasgow and Jennifer Crouse
DHHS - 3rd Floor Reception Desk
301 Centennial Mall South
Lincoln, NE 68509

b. Proprietary Information should be presented in separate sections (loose-leaf binders are preferred) on standard 8 ½" x 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 ½" by 11" format. Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections. Figures and tables should be numbered consecutively within sections. Figures and tables should be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text.

3. DHHS will not furnish packaging or sealing materials. It is the Bidder's responsibility to ensure the solicitation is received either electronically or in a sealed envelope or container and submitted by the date and time indicated in the Schedule of Events. Sealed proposals must be received in by DHHS by the date and time of the proposal opening per the schedule in the Work Order Request Form, below.

It is the responsibility of the Bidder to check the website for all information relevant to this Work Order to include addenda and/or amendments issued prior to the opening date. Website address is as follows: <https://das.nebraska.gov/materiel/purchasing/iServe%20RFQ/iServe.html>.

Emphasis should be concentrated on conformance to the solicitation instructions, responsiveness to requirements, completeness, and clarity of content. If the Bidder's proposal is presented in such a fashion that makes evaluation difficult or overly time consuming DHHS reserves the right to reject the proposal as non-conforming.

E. WORK ORDER PROPOSAL REQUIREMENTS

- 1. The requirements for Work Order 4 are:
 - a. Section III – PSI Work Order #4 Cost Form
 - b. Section IV - Evaluation Questions of the Work Order
 - c. Section VI - Staff Experience and Qualifications Forms – complete this section for those roles deemed needed

by the bidder and therefore applicable to the Work Order. Do not complete for roles unnecessary to complete the work within the Work Order. If there are roles deemed needed by the bidder that are not within the template list, please add needed role.

F. EVALUATION OF WORK ORDER RESPONSES

DHHS will conduct a fair, impartial, and comprehensive evaluation of all proposals in accordance with the criteria set forth below. The Work Order evaluation will be conducted by the following method:

1. General Information

Scoring will be based on responses to questions provided in Section IV - Evaluation Questions of the Work Order, responses related to staff experience / qualifications in Section VI - Staff Experience and References, and cost forms in Section III - PSI Work Order #4 Cost Form.

If negotiations for Terms and Conditions of the RFQ have not been executed by the time of the Work Order opening date, the Bidder's response will not be evaluated and will be rejected.

2. Mandatory Requirements

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

- a. Bidder has a fully executed contract resulting from RFQ 106928 O3;
- b. Bidders must be qualified to bid on Work Orders related to Service 4: Platform Development and Architecture described in the RFQ section VI.B.3.a.

3. Evaluation Criteria

All responses to Work Order 4, which fulfill all mandatory requirements, will be evaluated according to the categories listed below. Each category will have a maximum possible point potential as listed below.

- a. RFQ Service Area 4 (Platform Development and Architecture Runway) Evaluation Question (300 points, or 20% of total points)
- b. Evaluation Questions of the Work Order (825 points, or 55% of total points)
- c. Staff Experience and Qualifications (225 points, or 15% of total points)
- d. Cost (150 points, or 10% of total points)
- e. [OPTIONAL] Oral Demonstrations at the option of DHHS (500 points, or 25% of total points)

G. QUESTION AND ANSWER PERIOD

Bidders will be given an opportunity to clarify the intent and scope of the requested Work Orders during the Question and Answer period prior to submission of their response. Questions regarding the meaning or interpretation of any Work Order provision must be submitted in writing to DHHS and clearly marked "iServe Work Order 4 Questions". DHHS is not obligated to respond to questions that are received late.

It is preferred that questions be sent via e-mail to dhhs.rfpquestions@nebraska.gov, but may be delivered by hand or by U.S. Mail. It is recommended that Bidders submit questions using the following format.

Work Order Section Reference	Work Order Page Number	Question

Written answers will be posted at <https://das.nebraska.gov/materiel/purchasing/iServe%20RFQ/iServe.html> per the Schedule of Events.

H. ORAL DEMONSTRATIONS

DHHS may request bidders to prepare and deliver an Orals Demonstrations of their Work Order responses via Web Conference according to Section V.C of the RFQ.

I. WORK ORDER AGREEMENT

DHHS will finalize a Work Order Agreement ("Agreement") with the winning Bidder according to Section V.E of the RFQ prior to start of the effort in support of the Work Orders awarded.

II. WORK ORDER REQUEST FORM

A. Work Order Reference Information		
Work Order Number: 4	Request Type: Product Solution Increment (PSI)	Service Area 4: Platform Development and Architecture
B. This Work Order is subject to Federal Agency approval. The Start Date is contingent upon receiving approval from agencies providing federal funding.		
C. The final deliverable of this Work Order are: <ul style="list-style-type: none">a. A fully activated and configured instance of the Microsoft Azure Active Directory B2C serviceb. The Microsoft Azure instance to be set up to support both production and all non-production environments (DEV, TEST, UAT, etc.) related to the iServe Portal MVP as well as the parallel Interoperability enterprise service/API effort which will build upon the iServe base authentication infrastructure.c. This functionality must include user facing authentication functionality as defined through user capabilities, features and stories including:<ul style="list-style-type: none">i. The login function to be used by the iServe portalii. The forgot password function to be used by the iServe portaliii. The user identification/password sign up and registration function to create an account<ul style="list-style-type: none">1. User identification registration must support the collection of custom user information based on application requirements.iv. The solution should use standard security frameworks (OAuth2, JWT tokens, SAML, or similar) to protect private application pages and API calls.		
The Acceptance Criteria Section (Section II E. of this document) contains more details.		

D. Product Solution Increment (PSI) Description:

For overall solution context, please see RFQ 106928 O3 which describes the State of Nebraska Department of Health and Human Services (DHHS) iServe Nebraska Program initiative.

The program intends to improve access, outcomes, user experience, accountability, and quality of DHHS services through enabling an integrated, consumer-centric model of practice, across all DHHS programs through the “iServe Nebraska Platform”. The iServe Nebraska Platform is an information and technology platform supporting Integrated Benefits Eligibility and Enrollment Management functionality. The “iServe Nebraska Portal” is a foundational technology component of the overall platform

With this Work Order, the State seeks to procure the technology and/or key subject matter expertise needed to execute the delivery of needed identity and access management functionality, using Azure AD B2C as the enabling technology. The B2C system must be configured to support test and production environments for multiple DHHS systems. The winning bidder will also provide technical support to DHHS application development teams or other Contractor teams as they integrate with the B2C system. Three DHHS applications are currently in scope for integration:

1. iServe Portal MVP – the MVP release of this Portal will consist of an online benefits application experience and supporting functionality. The B2C system will be used for pages that require authentication but not on unprotected public facing pages. The solution must support all Portal authentication needs (login, forgot password, and other related functions). The solution must also generate a JWT token or equivalent security mechanism which the application can pass along to underlying API calls for the purposes of coarse-grained and fine-grained security checks. The system should support the ability to embed certain user-specific information in the token for use by underlying services (examples of embedded data: email, a unique id, or other similar attributes).
2. The existing AccessNebraska benefit application site – this existing portal contains benefit application functions that will remain and be used in conjunction with the new iServe MVP portal. The B2C system may need to be configured to support or integrate with the existing AccessNebraska site which uses the Access Manager Identity system, to minimize impact to the State’s client base and current portal environment.
3. Interoperability Enterprise Service/APIs – DHHS is creating a set of APIs to be offered to 3rd party partners who wish to build applications which require authentication of end users allowing access to Medicaid information for display and use. The solution must allow users of these 3rd party applications to authenticate with their DHHS B2C identity, and provide a token which the 3rd party apps can use to authenticate further calls to our APIs. The solution must also allow for configurable levels of identity access management and integration to support differing application needs (base authentication, multifactor authentication, identity proofing integration, etc.).

The fully configured and integrated B2C system must support the following capabilities:

- Easy enablement of social identity login as needed.
- Easy enablement of common multi-factor authentication mechanisms as needed.
- Custom branding of any B2C provided pages to match existing application design/branding.
- Single sign-on between apps protected with the B2C solution.
- Progressive profiling to collect additional customer information over subsequent logins.
- Complete audit records of all significant user or admin activities (logins, password changes, admin config changes, etc.).
- Multiple roles/access levels that can provide or restrict access to different application functionality.
- Easy enablement of identity verification and proofing.
- All functionality must provide adaptive/progressive rendering in order to provide optimal user experience on phone, tablet, or desktop browsers.

DHHS will need to determine a migration strategy for its current user accounts and may also decide to migrate its entire legacy citizen identity base from an existing identity system (Access Manager) into the new B2C solution. In this case, bidder should be prepared to develop a suitable migration process, preserving existing ids and passwords if possible in order to provide for as little user disruption as possible.

E. Product Solution Increment (PSI) Dependencies:

The Contractor will collaborate with the existing iServe Nebraska Portal State team in developing new, refining existing, and completing backlog items in development for the delivery of the iServe Nebraska Portal. The Contractor should bring all past experience and known best practices to the effort, resulting in the best possible solution.

In a separate Work Order (Work Order 3 – Core Development) a Contractor team is developing the iServe Portal MVP functionality. The contractor for this Work Order will collaborate with the team(s) executing Work Order 3 so that the Azure B2C functionality is properly integrated with the iServe Portal MVP.

Additionally, an internal State team is developing the Interoperability Enterprise Service/APIs. The contractor for this Work Order will collaborate with this API development team to make sure that the Azure B2C functionality is property integrated with the Interoperability APIs.

F. Product Solution Increment (PSI) Benefits:

By completing implementation of this Work Order, DHHS will gain the capability to secure both our citizen-facing portal and 3rd party access to State APIs via a citizen identity system which can in turn be leveraged to provide access to other State systems in the future.

G. PSI Acceptance Criteria:

Contractors must provide team members and subject matter experts to develop and deliver the capabilities, features and stories (inclusive of acceptance criteria) within the sprint and program increments defined in the deliverables for this Work Order.

Successful Bidder shall engage in and conform to these actions and guidelines:

1. A fully functioning authentication layer containing all features that have no high or medium defects.
2. Deliver all features as mobile designed UX supported on modern browsers (at minimum supported on: Chrome, Safari and Edge), running on MacOS, Windows desktop displays, environments as well as mobile and tablet form-factor environments including iOS, iPadOS, and Android devices, including tablets and phones as a minimum.
3. Deliver all critical milestones per the delivery plan including:
 - a. Delivery Team PI Planning Participation September 09-10, 2021
 - b. Full Code Completion and User Story Acceptance by November 05, 2021
 - ~~c. Integration Testing Start Date of January 1, 2022~~
 - d. Pilot Go live Date of no later than April 1, 2022
 - e. Full Go live Date of no later than April 23, 2022
 - f. Warranty Period of three (3) months post Full Go Live
4. Completion and turnover to DHHS of all documentation and training materials
5. All new infrastructure is provisioned to support the features and defined via infrastructure-as-code.
6. Delivery of all features through the use of State collaboration platforms (JIRA/Confluence), State provided code repository (Azure DevOps), and State-provided cloud environments (via Microsoft Azure Government and Commercial cloud subscriptions as appropriate).
7. Provided solution must adhere to/interface with the following Microsoft Azure security services as appropriate (Azure Sentinel, Azure Purview, Azure Defender, and Azure Data Loss Prevention Solution).
8. All architecture and implementation decisions are coordinated and approved through the State's core iServe team and a defined State process.
9. All scope/feature impacting changes adhere to State change management procedures related to work orders during development.
10. Delivery of in-scope operational services.
11. All private pages and API calls to be secured with Microsoft Azure AD B2B/B2C per specifications approved by DHHS/OCIO.

The following deliverables are required. The amount to be paid for each deliverable will be the total cost of the Work Order divided by the number of deliverables, as indicated in the table below. DHHS will render payment for each deliverable when the specifications of the deliverable have been satisfactorily completed on the part of the Contractor as solely determined by the DHHS (Neb. Rev. Stat. Section 73-506(1)). Payment will be made by DHHS in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

#	Deliverables to be Provided:	Percent of Total Amount
1.	A fully configured and customized process for user identification registration (account creation) for the iServe Portal MVP benefit application function, according to feature and story requirements, tested and accepted in all application environments.	20%
2.	A fully configured and customized process for login, logout, and forgot password, according to the requirements for the iServe Portal MVP, tested and accepted in all application environments.	20%
3.	A Completed user migration of the existing set of AccessNebraska users into the new authentication platform.	20%
4.	Design related to integrating identity proofing as an additional level of authentication as necessary within the iServe program's support of interoperability principals and the need to support applications with differing levels of Identity Access Management (IAM) requirements.	20%
5.	Wrap/integrate with other authentication tiers for legacy systems as necessary to maintain existing user accounts according to architecture guidelines and requirements, tested and accepted in all application environments	20%
		100%

H. Program Increments (PI) Realization Deadline:

All activities and planned deliverables must be completed within the proposed schedule which will result from collaborative planning with the Contractor during onboarding. The current DHHS standard is a PI each ten (10) weeks containing five (5) sprints which each span a two (2) week period. The full scope of this work order and some capabilities may span more than one PI and will deliver into the CI/CD pipeline with each sprint.

I. Impact on Elements of the Agreement (if any):

None.

J. Expected Additional Investments (if any):

The awarded Contractor must identify any additional software or services that may be required to ensure successful completion of the deliverable.

The Contractor should bring forward all experience and best practices to ensure the collaborative and empowered team plans the most achievable approach and solution available for execution of the stated objectives within the stated delivery timeline or concerns/changes related to it.

III. PRODUCT SOLUTION INCREMENT (PSI) WORK ORDER #4 COST FORM

Bidder must complete one per deliverable (5 total)

Product/Solution Increment (PSI) Work Order Cost Form (to be completed by Bidder)					
Dates					
Proposed Start date:					
Proposed End date:					
Program Increment demo date(s):	N/A				
Costs					
Deliverable # ____	\$				
Staffing Approach	Role	Quantity	Effort (days)	Rate (currency per day)	Total price
Deliverable costs are based on rates in response to this Work Order.					
	TOTAL				
Optional Services – rows may be added as needed	Role	Hourly Rate			

IV. EVALUATION QUESTIONS

RFQ Service Area 4 (Platform Development and Architecture Runway Evaluation Question)
1. Describe your relevant experience in setting up Microsoft Azure Active Directory B2C, as well as connections with the on-premise, mixed identity and access management infrastructure, including MS Active Directory and IBM mainframe Resource Access Control Facility (RACF).
2. Describe the role of the enterprise and solution architect as a part of the platform development team and in support of product development teams.
3. Describe your experience in working with deploying hybrid integration platforms, including application programming interface (API) gateways and use of IBM Cloud Integration suite.

Work Order 4 Evaluation Questions
1. Describe your experience building a custom user identification registration process for a customer-facing web application using Azure AD B2C as the authentication platform. Explain how you were able to reorder or add steps to the registration process, collect additional user information, etc. Include details on how you have used the B2C platform's APIs to build custom registration processes that go beyond the standard configuration options, giving specific examples where possible.
2. What techniques have you used to migrate user bases from a prior authentication platform to B2C? Describe various options you have employed to minimize customer impact, depending on whether passwords can be migrated or not, etc.?
3. How have you solved for the situation where old and new authentication systems must coexist for a potentially extended period of time? Are you able to allow both old identities (previous/legacy authentication system) and new identities (B2C) to provide single sign-on to the same set of legacy and new applications?

Work Order 4 Evaluation Questions	
4.	How have you integrated/enabled identity proofing with the Azure AD B2C platform? Please describe in detail which identity proofing features and products you have enabled and the challenges and advantages those features and products presented.
5.	Describe how to solve different step up authentication requirements depending on where the user is entering the platform from. For instance, if the user accesses the site from a DHHS website, additional authentication mechanisms required could be multi-factor authentication, but if the user enters the app from a third-party website, additional identity proofing or other mechanisms may need to be employed.
6.	Describe any integrations and/or platforms that you've implemented with B2C in the past. For example, how have you integrated B2C authentication with Azure Functions and Java Spring Boot applications in a Kubernetes environment?

V. CONTRACTOR STAFF

For the duration of the Work Order term, the Bidder's staff shall meet all Mandatory Qualifications (MQs) as described herein.

This is an extensive list. For each role the Contractor deems will be required to complete the Work Order, the Contractor must complete a Staff Experience and References Form found in Section VI. One resource may play more than one role.

A. Bidder Mandatory Qualifications

The Contractor shall provide experienced resources, needed for core development activities, that Role must meet all of the MQs. All experience used to meet the MQs shall have been where the staff had primary responsibility.

ROLE	MANDATORY QUALIFICATIONS
Agile Skilled Service Manager	1. The Service Manager shall have at least three (3) years of Full-Time Equivalent (FTE) experience as the primary person responsible for the delivery, ongoing success, and continuous improvement on at least two (2) agile software projects or platform(s).
	2. The Service Manager shall have at least three (3) years of FTE experience managing software development and design in an agile environment.
	3. The Service Manager shall have at least three (3) years of FTE management experience creating product descriptions and delivery plans.
Agile Skilled Delivery Manager (Scrum Master)	1. The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE experience managing and delivering on at least two (2) agile software projects or platform(s) that are similar in scope to this Work Order.
	2. The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE of management experience delivering complex digital projects in an agile environment.
	3. The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE experience serving as a client's direct point of contact.
	4. The Delivery Manager (Scrum Master) shall hold a certification related to Scrum (e.g., Certified Scrum Master® [CSM]).
Agile Skilled Lead Cloud App Developer	1. The Lead Cloud App Developer shall have at least three (3) years of FTE experience leading the development of at least two (2) projects that are similar in scope to this Work Order.
	2. The Lead Cloud App Developer shall have at least five (5) years of FTE experience developing and deploying backend web applications in an agile environment.
	3. The Lead Cloud App Developer shall have at least three (3) years FTE experience in each of the following: <ul style="list-style-type: none"> a. Developing web applications using industry leading languages b. Developing and consuming web-based, RESTful APIs; c. Writing web applications using a test-driven deployment approach; d. Developing and executing automated unit, integration, and acceptance tests; and e. Developing backend web applications that integrate with relational and non-relational database systems.

ROLE	MANDATORY QUALIFICATIONS
	<ul style="list-style-type: none"> f. Developing with and implementing industry leading IDP's such as Microsoft Azure AD.
Agile Skilled Cloud App Developer Team	<ol style="list-style-type: none"> 1. Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment. 2. Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: <ul style="list-style-type: none"> a. Developing web applications using industry leading languages and b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs; d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance tests; f. Configuring and executing load and performance testing; g. Configuring and integrating enterprise user authentication tools developing with and implementing industry leading IDP's such as Microsoft Azure AD. h. Developing backend web applications that integrate with relational and non-relational database systems; i. Handling large data sets and scaling their storage; and developing backend web applications that use scalable search technology.
Agile Skilled DevOps Engineer	<ol style="list-style-type: none"> 1. The DevOps Engineer shall have experience as a DevOps Engineer in at least two (2) Digital Service developments similar in scope to the Work Order scope of services. 2. The DevOps Engineer(s) shall have at least two (2) years of FTE experience with the implementation and delivery of complex digital projects in an agile environment 3. The DevOps Engineer shall have at least one (1) year of FTE experience with each of the following: <ul style="list-style-type: none"> a. Developing and implementing server configuration scripting; b. Implementing configuration management tools c. Implementing continuous deployment tools (e.g., Docker); d. Implementing continuous integration tools (e.g., Jenkins); and e. Implementing modern continuous monitoring tools.
Agile Skilled Cloud Database Admin	<ol style="list-style-type: none"> 1. The Cloud Database Admin shall have at least five (5) years of FTE experience as a MS SQL Server Database Administrator responsible for the following: <ul style="list-style-type: none"> a. MS SQL Server database administration, MS SQL Server database configuration, MS SQL Server data replication, MS SQL Server utilities, MS SQL Server resource monitoring; b. MS SQL Server static and dynamic SQL; and c. MS SQL Server database backup, recovery, performance tuning, configuration and design. 2. The Cloud Database Admin shall have at least three (3) years of FTE experience deploying, configuring, monitoring, and optimizing alternate cloud databases, both SQL and NoSQL.
Agile Skilled UI/UX Designer	<ol style="list-style-type: none"> 1. The UI/UX Designer shall have a least Three (3) to five (5) years of experience working in IT, preferably as a user experience/user interface designer, human factors engineer, animation, or comparable roles; <ul style="list-style-type: none"> a. Broad experience in translating business and functional requirements into technical specifications; b. Experience with wireframe prototyping tools such as Axure, Sketchflow or Balsamiq, and equivalents; c. Experience working in an agile development cycle; d. Experience with risk taking.

B. Contractor Roles and Responsibilities

The Nebraska Department of Health and Human Services (DHHS) Agile Development Pre-Qualified Pool candidates are required to provide several Labor Pool categories as they apply to the deliverables within the work order:

CONTRACTOR ROLE	RESPONSIBILITY
Service Manager	<p>Experience managing the delivery, ongoing success, and continuous improvement of one (1) or more digital products and/or platforms.</p> <p>Primarily responsible for:</p> <ul style="list-style-type: none"> • Lead one (1) or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs; • Gather user requirements based on a communicable understanding of diverse audience groups; • Define and get stakeholder buy-in for product definition and delivery approach; • Create effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way; • Interpret user research in order to make the correct product decisions, noting that users do not always know what they want; • Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of agile software development services; • Underpin the delivery and iteration of agile software development services through effective analysis of qualitative and quantitative user data; and • Communicate credibly with a wide range of digital delivery disciplines and talent.
Delivery Manager (Scrum Master)	<p>Experience setting up teams for successful delivery by removing obstacles (or blockers to progress), constantly helping the team to become more self-organizing, and enabling the work the team does rather than impose how it's done.</p> <p>Manages one (1) or more agile projects, typically to deliver a specific product or transformation via a multi-disciplinary, high-skilled digital team. Adept at delivering complex digital projects, breaking down barriers to the team, and both planning at a higher level and getting into the detail to make things happen when needed.</p> <p>Defines project needs and feeds these into the portfolio/program process to enable resources to be appropriately allocated.</p> <p>Primarily responsible for:</p> <ul style="list-style-type: none"> • Delivering projects and products using the appropriate agile project management methodology, learning & iterating frequently; • Working with the Service Manager to define the roadmap for any given product and translating this into user stories; • Leading the collaborative, dynamic planning process – prioritizing the work that needs to be done against the capacity and capability of the team; • Matrix-managing a multi-disciplinary team; • Ensuring all products are built to an appropriate level of quality for the stage (alpha/beta/production); and • Actively and openly sharing knowledge of best practices.

CONTRACTOR ROLE	RESPONSIBILITY
Lead Web Developer	<p>Experience leading a team of web developers using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development.</p> <p>Primarily responsible for:</p> <ul style="list-style-type: none"> • Developing and communicating the team’s architecture and design; • Executing the Service Manager’s vision and goals; • Delivering working software at the end of a sprint; • Developing product roadmaps and backlogs; • Writing user stories; • Web development using industry leading standard languages and frameworks • Developing and consuming web-based, RESTful APIs; • Using and working in team environments that use agile methodologies (e.g., Scrum, Lean); • Authoring developer-friendly documentation (e.g., API documentation, deployment operations); • Test-driven development; • Use of version control systems, specifically Git and GitHub; • Quickly researching and learning new programming tools and techniques; • Relational and non-relational database systems; • Scalable search technology (e.g. Elasticsearch, Solr); • Handling large data sets and scaling their handling and storage; • Using and working with open source solutions and community; and • Communicating technical concepts to a non-technical audience.
Web Developer	<p>Experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development.</p> <p>Primarily responsible for:</p> <ul style="list-style-type: none"> • Web development using at least two industry leading web programming languages and frameworks • Developing and consuming web-based, RESTful APIs; • Using and working in team environments that use agile methodologies (e.g., SAFe, Scrum, Lean); • Authoring developer-friendly documentation (e.g., API documentation, deployment operations); • Test-driven development; • Use of version control systems, specifically Git and GitHub; • Quickly researching and learning new programming tools and techniques; • Relational and non-relational database systems; • Scalable search technology (e.g. Elasticsearch, Solr); • Handling large data sets and scaling their handling and storage; • Using and working with open source solutions and community; and • Communicating technical concepts to a non-technical audience.
DevOps Engineer	<p>Experience serving as the engineer of complex technology implementations in a product-centric environment. Comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Works tirelessly to arm developers with the best tools and ensuring system uptime and performance.</p> <p>Primarily responsible for:</p> <ul style="list-style-type: none"> • Deploying and configuring services using infrastructure as a service providers (e.g., Microsoft Azure • Configuring and managing Linux-based servers to serve a dynamic website; • Debugging cluster-based computing architectures; • Using scripting or basic programming skills to solve problems; • Installation and management of open source monitoring tools; • Configuration management tools (e.g., Puppet, Chef, Ansible, Salt); • Architecture for continuous integration and deployment, and continuous monitoring; and • Containerization technologies (e.g., LXC, Docker, Rocket).

CONTRACTOR ROLE	RESPONSIBILITY
<p>MS SQL Server Database Administrator (Cloud App Developer) Cloud DBs</p>	<p>Primarily responsible for:</p> <ul style="list-style-type: none"> • Provides technical leadership and operational expertise at the decision-making level for the implementation, architecture, design, ongoing support and maintenance of MS SQL Server databases and related software tools; • Acts as the principal MS SQL Server database administrator and technical resource for the design, development, and implementation of multiple MS SQL Server tests databases and related systems; • Supports object-relational features and non-relational structures (e.g., JSON, XML); • Designs, develops, and maintains data models utilizing data modeling and code generation tools (e.g., Erwin Data Modeler, Sparx Enterprise Architect); • Utilizes available IBM MS SQL Server tools (e.g., QMF and QMF for Workstation, MS SQL Server Administration, Query Monitor, db2top, Recovery Expert, Cloning Tool, Object Comparison Tool) and other supporting tools (e.g., File AID for MS SQL Server); • Creates queries and stored procedures needed to identify and cleanse data incompatibilities between new and old environments; • Leads specification, capacity planning, monitoring and reporting activities related to database configuration and sizing per project need and expected transaction volumes; • Performs System Administration, which includes database security, configuration, troubleshooting, performance monitoring, and tuning to address performance issues and improve response times; • Facilitates direct support to application developers and testers including responding quickly to data refresh requests, reorganizing database structures as needed, and automating scheduled database maintenance at regular intervals to maximize data availability; • Conducts backup and restore of MS SQL Server databases used to support development and testing, verifies implementation of onsite/offsite backup and recovery strategies, develops recovery procedures, supports recovery of data loss caused by user or system error, and performs offsite disaster recovery as needed; • Develops utilities to monitor and evaluate data quality. Assist with advanced SQL development guidance and tuning, including creating context relationships and stored procedures and user defined functions; • Provides first-level support in the MS SQL Server z/OS environments managed; • Develops and applies policies and procedures relating to database and application security including procedures that authorize, enable, change and withdraw access; • Develops, documents, and implements flexible, non-restrictive standards, policies, and procedures and ensures compliance for all database platforms and related systems; • Coordinates testing, install and documentation of new releases and database patches; and • Develops training criteria, training plans, course design, handouts, and provides training and knowledge transfer to staff.
<p>UI/UX Designer</p>	<p>Primarily responsible for:</p> <ul style="list-style-type: none"> • Leading the interface design process and coordinates with development teams to ensure designs are implemented correctly • Contributing to design standards and promotes user-centered design throughout the organization • Helping build a roadmap for an innovative and holistic user experience across the product portfolio • Developing user-centered guidelines, standards, and design processes and integrates them into the product development lifecycle • Coordinating with business stakeholders to understand and document business and functional requirements related to the end-user experience • Understanding user needs based on business and functional requirements, user research, market analysis, customer feedback, and usability findings • Developing user interaction and interface deliverables, including sketches, wireframes, and visual designs • Building strong relationships with technical and non-technical stakeholders across the organization • Participating in the process of collecting feedback from client teams and other stakeholders • Participating in the design and implementation of user research and usability testing to better understand end-user needs • Ensuring that third-party applications and products are customized to deliver a consistent end-user experience

C. State Roles and Responsibilities

STATE ROLE	RESPONSIBILITY
Product Owners and Product Manager	DHHS will provide one Product Owner. The Product Owner is an empowered individual who will interface with the client's stakeholders, synthesize feedback, and make decisions on the product's priorities and scope. NE will also assign a Product Manager as scaling requires it to oversee all Product Owners assigned. The Product Manager, working with stakeholder interests, user needs, and insight from the product team, will establish the vision and goals for the platform and the solution and prioritize user stories to include in sprints and strategize release cycles. The Service Manager will be responsible for managing the Program and Product Backlog and related issues.
Solution Architect and Technical Architect	DHHS will provide one Solution Architect and one Technical Architect. The Technical Architect will be responsible for providing the overall technical vision for the iServe Nebraska Portal, identifying technical standards and guidelines; and, providing technical oversight. Specifically: Planning the Architectural Runway, Actively supporting design and steering of CI/CD pipeline, supporting the definition of Non Functional Requirements, partnering with solution and enterprise architects to elaborate Capabilities and Epics, Supervises and fosters built-in quality. The Solution Architect will be responsible for the highest-level, system-wide decisions (system decomposition, interfaces, and allocations of requirements to various subsystems and capabilities). They also establish the solution intent's organizational structure to support future analysis and needs to help drive localized decisions in the teams' backlogs
Scrum Master	<p>DHHS will provide one Scrum Master experienced in setting up teams for successful delivery by removing obstacles (or blockers to progress), constantly helping the team to become more self-organizing, and enabling the work the team does rather than impose how it's done.</p> <p>Manages one (1) or more agile projects, typically to deliver a specific product or transformation via a multi-disciplinary, high-skilled digital team. Adept at delivering complex digital projects, breaking down barriers to the team, and both planning at a higher level and getting into the detail to make things happen when needed.</p> <p>Defines project needs and feeds these into the portfolio/program process to enable resources to be appropriately allocated.</p> <p>Primarily responsible for:</p> <ul style="list-style-type: none"> • Delivering projects and products using the appropriate agile project management methodology, learning & iterating frequently; • Working with the Service Manager to define the roadmap for any given product and translating this into user stories; • Leading the collaborative, dynamic planning process – prioritizing the work that needs to be done against the capacity and capability of the team; • Matrix-managing a multi-disciplinary team; • Ensuring all products are built to an appropriate level of quality for the stage (alpha/beta/production); and <p>Actively and openly sharing knowledge of best practices.</p>
QA Lead	DHHS will provide one QA lead. The QA Lead is responsible for organizing, managing and leading the solution testing across all delivery teams. They define testing strategies to ensure standards are met and risks are managed. The QA lead also assist in process improvement across the solution delivery spectrum.
Lead Analyst	DHHS will provide three (3) Lead Agile Business Analysts involved in business troubleshooting and implementing Agile Analysis, which includes communicating with stakeholders, working with development teams to create appropriate software, providing direct feedback to teams, and using a quick and personal approach to solve business issues.

D. Staff and Rates

The Contractor's staff shall perform the tasks described in this Work Order, at the rates indicated in the Cost form.

1. Given the size, scope, and complexity of this work, it is of utmost importance that the Contractor shall be responsible for monitoring the monthly hours billed to ensure the staff(s) effectively meet(s) the needs of the State.
2. Changes in cost estimates that do not alter the total cost of a Work Order will be conveyed to the State in writing. The rationale for the change shall be included. The State shall approve any change to the cost estimates that do not alter the total cost in writing. The identified staff(s) will perform the tasks described and at the rates indicated in this Agreement. The Bidder shall identify its staffs by name and hourly rate.
3. The assigned staff(s) will perform the tasks described in this Work Order, at the rates indicated in Cost Form. The Bidder shall identify each staff by name, labor category, and hourly rate.

E. Addition, Deletion, or Substitution of Staff

1. The Contractor Bidder shall not add and/or substitute staff without the prior written consent of DHHS, which consent shall not be unreasonably withheld. The Contractor shall make every reasonable effort to provide suitable substitute staff. The additional and/or substitute staff shall meet all the requirements and shall be approved in writing by DHHS prior to substitute staff beginning work.
2. Additional and/or substitute staff shall not automatically receive the hourly rate of the staff or positions being replaced. DHHS and the Contractor Bidder shall negotiate the hourly rate of any additional and/or substitute staff to the Agreement. The hourly rate negotiated shall be dependent, in part, upon the experience and individual skills of the proposed additional and/or substitute staff. The negotiated hourly rate shall not exceed the hourly rate for that position as set forth in the Agreement.
3. The DHHS Project Director or designee may request that Contractor replace a staff member and shall advise Contractor in writing of the basis for the request. In such event, Contractor shall provide a proposed replacement candidate's resume within seven (7) Calendar Days of the date the requested replacement is made by the State.
4. If substituting staff is acceptable by the State and permissible by this Agreement:
 - a. The Contractor shall submit an Add, Delete or Substitute Staff Request Form; a completed Staff Resume Table, signed Staff Reference Forms, from all references listed on the Staff Resume Table to validate the experience listed and any required degrees. The request and the completed documents shall be provided to the DHHS Contract Manager for review and approval. DHHS will provide a disposition of the request and related materials within ten (10) business days after receipt of these documents. However, addition of staff may require an amendment to this Agreement.
 - b. The Contractor and DHHS Contract Manager shall negotiate a staff start time which is agreeable to both Parties.
5. If the addition, substitution and/or deletion does not increase the total cost of the Agreement, an amendment may not be required to make this change to the Agreement.

VI. STAFF EXPERIENCE AND REFERENCES

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Service Manager		
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	The Service Manager shall have at least three (3) years of Full-Time Equivalent (FTE) experience as the primary person responsible for the delivery, ongoing success, and continuous improvement on at least two (2) agile software projects or platform(s).	a. Company Name:	a. Role: Description of relevant experience:	Contact Name:
		Project Name:		Company Name:
		Time Period:		Phone Number:
		Percentage of Time:	Email:	
b. Company Name:	b. Role:	Contact Name:		
Project Name:	Company Name:			

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Service Manager		
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
		<u>Time Period:</u> <u>Percentage of Time:</u>	Description of relevant experience:	<u>Phone Number:</u> <u>Email:</u>
		Total Duration:		
2	The Service Manager shall have at least three (3) years of FTE experience managing software development and design in an agile environment.	<u>Company Name:</u> <u>Project Name:</u> a.	<u>Role:</u> a. <u>Description of relevant experience:</u>	<u>Contact Name:</u> <u>Company Name:</u> a. <u>Phone Number:</u> <u>Email:</u>
		<u>Time Period:</u> <u>Percentage of Time:</u>		
		<u>Company Name:</u> <u>Project Name:</u> b.	<u>Role:</u> b. <u>Description of relevant experience:</u>	<u>Contact Name:</u> <u>Company Name:</u> b. <u>Phone Number:</u> <u>Email:</u>
		<u>Time Period:</u> <u>Percentage of Time:</u>		
		Total Duration:		
3	The Service Manager shall have at least three (3) years of FTE management experience creating product descriptions and delivery plans.	<u>Company Name:</u> <u>Project Name:</u> a.	<u>Role:</u> a. <u>Description of relevant experience:</u>	<u>Contact Name:</u> <u>Company Name:</u> a. <u>Phone Number:</u> <u>Email:</u>
		<u>Time Period:</u> <u>Percentage of Time:</u>		
		<u>Company Name:</u> <u>Project Name:</u> b.	<u>Role:</u> b. <u>Description of relevant experience:</u>	<u>Contact Name:</u> <u>Company Name:</u> b. <u>Phone Number:</u> <u>Email:</u>
		<u>Time Period:</u> <u>Percentage of Time:</u>		
		Total Duration:		

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled UI/UX Designer		
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Three to five years of experience working in IT, preferably as an user experience/user interface designer, human factors engineer, animation, or comparable roles;	a.	Role: Description of relevant experience:	a.
		b.	Role: Description of relevant experience:	b.
		Total Duration:		
2	Broad experience in translating business and functional requirements into technical specifications;	a.	Role: Description of relevant experience:	a.
		b.	Role: Description of relevant experience:	b.
		Total Duration:		
3	Experience with wireframe prototyping tools such as Axure, Sketchflow or Balsamiq, and equivalents;	a.	Role: Description of relevant experience:	a.
		b.	Role: Description of relevant experience:	b.
		Total Duration:		

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled UI/UX Designer		
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
		Time Period: Percentage of Time:		Email:
		Total Duration:		
4	Experience working in an agile development cycle; Experience with risk taking.	Company Name:	Role:	Contact Name:
		Project Name:		a. Description of relevant experience:
		a. Time Period:		a. Phone Number:
		a. Percentage of Time:		a. Email:
		Total Duration:		
5	Experience with risk taking.	Company Name:	Role:	Contact Name:
		Project Name:		a. Description of relevant experience:
		a. Time Period:		a. Phone Number:
		a. Percentage of Time:		a. Email:
		Total Duration:		
5	Experience with risk taking.	Company Name:	Role:	Contact Name:
		Project Name:		a. Description of relevant experience:
		a. Time Period:		a. Phone Number:
		a. Percentage of Time:		a. Email:
		Total Duration:		

Bidder Name:				
Proposed Staff's Name:				
Role:		Delivery Manager (Scrum Master)		
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE experience managing and delivering on at least two (2) agile software projects or platform(s) that are similar in scope to this Work Order.	a. Company Name: _____ Project Name: _____ Time Period: _____ Percentage of Time: _____	a. Role: _____ Description of relevant experience: _____	a. Contact Name: _____ Company Name: _____ Phone Number: _____ Email: _____
		b. Company Name: _____ Project Name: _____ Time Period: _____ Percentage of Time: _____	b. Role: _____ Description of relevant experience: _____	b. Contact Name: _____ Company Name: _____ Phone Number: _____ Email: _____
Total Duration:				
2	The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE of management experience delivering complex digital projects in an agile environment.	a. Company Name: _____ Project Name: _____ Time Period: _____ Percentage of Time: _____	a. Role: _____ Description of relevant experience: _____	a. Contact Name: _____ Company Name: _____ Phone Number: _____ Email: _____
		b. Company Name: _____ Project Name: _____ Time Period: _____ Percentage of Time: _____	b. Role: _____ Description of relevant experience: _____	b. Contact Name: _____ Company Name: _____ Phone Number: _____ Email: _____
Total Duration:				
3	The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE experience serving as a client's direct point of contact.	a. Company Name: _____ Project Name: _____ Time Period: _____ Percentage of Time: _____	a. Role: _____ Description of relevant experience: _____	a. Contact Name: _____ Company Name: _____ Phone Number: _____ Email: _____

Bidder Name:				
Proposed Staff's Name:				
Role:		Delivery Manager (Scrum Master)		
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
		Company Name: _____ Project Name: _____ b. _____ Time Period: _____ Percentage of Time: _____ Total Duration:	Role: _____ b. Description of relevant experience: _____	Contact Name: _____ Company Name: _____ b. Phone Number: _____ Email: _____
4	The Delivery Manager (Scrum Master) shall hold a certification related to Scrum (e.g., Certified Scrum Master® [CSM]).	Company Name: _____ Project Name: _____ a. _____ Time Period: _____ Percentage of Time: _____ Company Name: _____ Project Name: _____ b. _____ Time Period: _____ Percentage of Time: _____ Total Duration:	Role: _____ a. Description of relevant experience: _____ Role: _____ b. Description of relevant experience: _____	Contact Name: _____ Company Name: _____ a. Phone Number: _____ Email: _____ Contact Name: _____ Company Name: _____ b. Phone Number: _____ Email: _____

Bidder Name:						
Proposed Staff's Name:						
Role:		Agile Skilled Lead Cloud App Developer				
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email		
1	The Lead Cloud App Developer shall have at least two (2) years of FTE experience leading the development of at least two (2) projects that are similar in scope to this Work Order.	a. Company Name:	Role:	Contact Name:		
		Project Name:	a. Description of relevant experience:	a. Company Name:		
		Time Period:		Phone Number:		
		Percentage of Time:		Email:		
		b. Company Name:	b. Role:	b. Contact Name:		
		Project Name:	b. Description of relevant experience:	b. Company Name:		
		Time Period:		b. Phone Number:		
		Percentage of Time:		b. Email:		
		Total Duration:				
		2	The Lead Cloud App Developer shall have at least five (5) years of FTE experience developing and deploying backend web applications in an agile environment.	a. Company Name:	Role:	Contact Name:
Project Name:	a. Description of relevant experience:			a. Company Name:		
Time Period:				Phone Number:		
Percentage of Time:				Email:		
b. Company Name:	b. Role:			b. Contact Name:		
Project Name:	b. Description of relevant experience:			b. Company Name:		
Time Period:				b. Phone Number:		
Percentage of Time:				b. Email:		
Total Duration:						
3	The Lead Cloud App Developer shall have at least three (3) years of FTE			a. Company Name:	a. Role:	a. Contact Name:

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Lead Cloud App Developer		
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	experience in each of the following: a. Developing web applications using industry leading languages. b. Developing and consuming web-based, RESTful APIs; c. Writing web applications using a test-driven deployment approach; d. Developing and executing automated unit, integration, and acceptance tests; and e. Developing backend web applications that integrate with relational and non-relational database systems.			
		Project Name:	Description of relevant experience:	Company Name:
		Time Period:		Phone Number:
		Percentage of Time:		Email:
		Company Name:	Role: Description of relevant experience:	Contact Name:
		Project Name:		Company Name:
	b.	Time Period:		Phone Number:
		Percentage of Time:		Email:
		Total Duration:		

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Cloud App Developer 1		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	Company Name: _____ Project Name: _____ a . _____ Time Period: _____ Percentage of Time: _____	Role: _____ a . Description of relevant experience: _____	Contact Name: _____ Company Name: _____ a . Phone Number: _____ Email: _____
		Company Name: _____ Project Name: _____ b . _____ Time Period: _____ Percentage of Time: _____	Role: _____ b . Description of relevant experience: _____	Contact Name: _____ Company Name: _____ b . Phone Number: _____ Email: _____
		Total Duration:		
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: a. Developing web applications using Industry leading development languages b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs; d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance tests; f. Configuring and executing load and performance testing; g. Configuring and integrating enterprise user authentication tools; including Developing with and implementing industry leading IDP's such as Microsoft Azure AD.	Company Name: _____ Project Name: _____ a . _____ Time Period: _____ Percentage of Time: _____	Role: _____ a . Description of relevant experience: _____	Contact Name: _____ Company Name: _____ a . Phone Number: _____ Email: _____
		Company Name: _____ Project Name: _____ b . _____ Time Period: _____ Percentage of Time: _____	Role: _____ b . Description of relevant experience: _____	Contact Name: _____ Company Name: _____ b . Phone Number: _____ Email: _____
		Total Duration:		

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Cloud App Developer 1		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	<ul style="list-style-type: none"> h. Developing backend web applications that integrate with relational and non-relational database systems; i. Handling large data sets and scaling their storage; and j. Developing backend web applications <u>that use</u> scalable search technology. 			

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Cloud App Developer 2		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	Company Name: a _____ Project Name: . _____ Time Period: _____ Percentage of Time: _____ b Company Name: Project Name: . _____ Time Period: _____ Percentage of Time: _____	Role: a _____ Description of relevant experience: . _____ b Role: . _____ Description of relevant experience: . _____	Contact Name: a _____ Company Name: . _____ Phone Number: _____ Email: _____ Contact Name: b _____ Company Name: . _____ Phone Number: _____ Email: _____
		Total Duration:		
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: <ol style="list-style-type: none"> Developing web applications using industry leading development languages and frameworks Writing the back-ends of modern web applications; Developing and consuming web-based, RESTful APIs; Writing web applications using a test-driven deployment approach; Developing and executing automated unit, integration, and acceptance tests; Configuring and executing load and performance testing; Configuring and integrating enterprise user authentication tools; including Developing with and implementing industry leading IDP's 	Company Name: Project Name: a _____ Time Period: _____ Percentage of Time: _____ b Company Name: Project Name: . _____ Time Period: _____ Percentage of Time: _____	Role: a _____ Description of relevant experience: . _____ b Role: . _____ Description of relevant experience: . _____	Contact Name: Company Name: a _____ Phone Number: _____ Email: _____ Contact Name: Company Name: b _____ Phone Number: _____ Email: _____
		Total Duration:		

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Cloud App Developer 2		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	<p>such as Microsoft Azure AD.</p> <p>h. Developing backend web applications that integrate with relational and non-relational database systems;</p> <p>i. Handling large data sets and scaling their storage; and</p> <p>j. Developing backend web applications that use scalable search technology.</p>			

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Cloud App Developer 3		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	Company Name:	Role:	Contact Name:
		a Project Name:	a Description of relevant experience:	a Company Name:
		Time Period:		Phone Number:
		Percentage of Time:		Email:
		Company Name:	b Role:	b Contact Name:
		b Project Name:	Description of relevant experience:	Company Name:
Time Period:		Phone Number:		
Percentage of Time:		Email:		
Total Duration:				
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: a. Developing web applications using industry leading languages and frameworks b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs; d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance testing; f. Configuring and executing load and performance testing; g. Configuring and integrating enterprise user authentication tools; including Developing with and implementing industry	Company Name:	Role:	Contact Name:
		a Project Name:	a Description of relevant experience:	a Company Name:
		Time Period:		Phone Number:
		Percentage of Time:		Email:
		Company Name:	b Role:	b Contact Name:
		b Project Name:	Description of relevant experience:	Company Name:
Time Period:		Phone Number:		
Percentage of Time:		Email:		
Total Duration:				

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Cloud App Developer 3		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (<i>MM/DD/YY - MM/DD/YY</i>), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	<ul style="list-style-type: none"> leading IDP's such as Microsoft Azure AD. h. Developing backend web applications that integrate with relational and non-relational database systems; i. Handling large data sets and scaling their storage; and j. Developing backend web applications that use scalable search technology. 			

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Cloud App Developer 4		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	Company Name: a Project Name: . Time Period: Percentage of Time:	a Role: . Description of relevant experience:	Contact Name: a Company Name: . Phone Number: Email:
		Company Name: b Project Name: . Time Period: Percentage of Time:	b Role: . Description of relevant experience:	b Contact Name: . Company Name: Phone Number: Email:
		Total Duration:		
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: <ul style="list-style-type: none"> a. Developing web applications using Industry leading languages and frameworks b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs; d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance tests; f. Configuring and executing load and performance testing; g. Configuring and integrating enterprise user authentication tools; including Developing with and implementing industry leading IDP's such as Microsoft Azure AD. h. Developing backend web applications that integrate with relational and non- 	Company Name: a Project Name: . Time Period: Percentage of Time:	a Role: . Description of relevant experience:	Contact Name: a Company Name: . Phone Number: Email:
		Company Name: b Project Name: . Time Period: Percentage of Time:	b Role: . Description of relevant experience:	b Contact Name: . Company Name: Phone Number: Email:
		Total Duration:		

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Cloud App Developer 4		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (<i>MM/DD/YY - MM/DD/YY</i>), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	<ul style="list-style-type: none"> relational database systems; i. Handling large data sets and scaling their storage; and j. Developing backend web applications <u>that use scalable search technology.</u> 			

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled Cloud App Developer 5		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	Company Name:	Role:	Contact Name:
		a Project Name:	a Description of relevant experience:	a Company Name:
		Time Period:		Phone Number:
		Percentage of Time:		Email:
		Total Duration:		
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: a. Developing web applications using industry leading languages and frameworks b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs; d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance tests; f. Configuring and executing load and performance testing; g. Configuring and integrating enterprise user authentication tools; including Developing with and implementing industry leading IDP's such as Microsoft Azure AD. h. Developing backend web applications that integrate with relational and non-relational database systems; i. Handling large data sets and scaling their storage; and j. Developing backend web applications that use scalable search technology.	Company Name:	Role:	Contact Name:
		a Project Name:	a Description of relevant experience:	a Company Name:
		Time Period:		Phone Number:
		Percentage of Time:		Email:
		Total Duration:		
b		Company Name:	b Role:	b Contact Name:
		Project Name:	Description of relevant experience:	Company Name:
		Time Period:		Phone Number:
		Percentage of Time:		Email:
		Total Duration:		

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled DevOps Engineer		
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	The DevOps Engineer shall have experience as a DevOps Engineer in at least two (2) Digital Service developments similar in scope to the Word Order scope of services.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	The DevOps Engineer(s) shall have at least two (2) years of FTE experience with the implementation and delivery of complex digital projects in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
3	The DevOps Engineer shall have at least one (1) year of FTE experience with each of the following: a. Developing and implementing Server configuration scripting; b. Implementing Configuration management tools (e.g., Ansible);	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name:	b. Role:	b. Contact Name:
		Total Duration:		

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled DevOps Engineer		
MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	c. Implementing Continuous deployment tools (e.g., Docker); d. Implementing Continuous integration tools (e.g., Jenkins); and e. Implementing Modern continuous monitoring tools.	Project Name: Time Period: Percentage of Time: Total Duration:	Description of relevant experience:	Company Name: Phone Number: Email:

Bidder Name:				
Proposed Staff's Name:				
Role:		Agile Skilled SQL Server Database Administrator (Cloud App Developer)		
M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period (MM/DD/YY - MM/DD/YY), and % of time	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	The SQL Server Database Administrator (Cloud App Developer) shall have at least five (5) years of FTE experience as a MS SQL Server Database Administrator responsible for the following: a. MS SQL Server database administration, MS SQL Server database configuration, MS SQL Server data replication, MS SQL Server utilities, MS SQL Server resource monitoring; b. MS SQL Server static and dynamic SQL; and c. MS SQL Server database backup, recovery, performance tuning, configuration and design.	a Company Name: Project Name: Time Period: Percentage of Time:	a Role: Description of relevant experience:	a Contact Name: Company Name: Phone Number: Email:
		b Company Name: Project Name: Time Period: Percentage of Time:	b Role: Description of relevant experience:	b Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	The SQL Server Database Administrator (Cloud App Developer) shall have at least one (1) year of SQL Server database administration experience with SQL Server v 9.1 or greater on z/OS.	a Company Name: Project Name: Time Period: Percentage of Time:	a Role: Description of relevant experience:	a Contact Name: Company Name: Phone Number: Email:
		b Company Name: Project Name: Time Period: Percentage of Time:	b Role: Description of relevant experience:	b Contact Name: Company Name: Phone Number: Email:
		Total Duration:		

Each Project Description, Relevant Experience Description and Reference Contact should be tied together with a lower case letter, as it appears in the previous Example (add "b", "c", etc. as necessary). Reference contacts should be able to validate the experience provided.